Physical Medicine & Rehabilitation Service
Performance Improvement
CIIRP Outcomes (2019 & 2020)

Physical Medicine & Rehabilitation (PM&R) strives to provide the best services possible to the persons served. In order to do this, surveys, procedures, and processes are performed to ensure objective data is collected and reviewed. The data is collected monthly and quarterly; and then put in a reportable format. Some of the areas covered are patient satisfaction, length of stay, FIM change, and post discharge follow-up.

FIM stands for **Functional Independence Measure**. These are scores given for mobility and activities of daily living so we can tell how safe you are to go home.

01/01/2019-12/31/2019	Hip Replacement	Knee Replacement	Amputee	Stroke
FIM Change JB	21	36.3	16.3	17.4
FIM Change Region	27.6	25.8	17.6	24.1

01/01/2020-12/31/2020	Hip Replacement	Knee Replacement	Amputee	Stroke
FIM Change JB	25	24	21.3	17.3
FIM Change Region	26.4	26.5	18.8	24.2

LENGTH of STAY (LOS) is the length of your hospital stay in days.

01/01/2019-12/31/2019	Hip Replacement	Knee Replacement	Amputee	Stroke
LOS JB	6	7	9	13
LOS Region	13	10	19	23

01/01/2020-12/31/2020	Hip Replacement	Knee Replacement	Amputee	Stroke
LOS JB	10	8	12	13
LOS Region	10	11	19	27

FOLLOW-UP POST DISCHARGE – Patients discharged from the PM&R bed service will be seen within 3 months after discharge.

Total Number of Patients Discharged in 2019	Scheduled within 3 months for f/u appointment
85	85

Total Number of Patients Discharged in 2020	Scheduled within 3 months for f/u appointment
59	59

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This survey data is intended to help the Physical Medicine & Rehabilitation (PM&R) Service provide you with the best possible care and improve the quality of services within our organization. The data reflects how you perceived the services provided to you by our program and is one of the most important means for assessing your satisfaction. It also gives us insight on which areas to target for improvement. Your responses are separated into five categories (service responsiveness, informed choice, respect, participation, & overall value).

	Number of Surveys Distributed	**Number Received Back**	**Response Rate**
2019 Totals	14	14	100%
2020 Totals	16	16	100%

Survey Response – SERVICE RESPONSIVENESS	**% of Positive Responses (agree + strongly agree) 2019**	**% of Positive Responses (agree + strongly agree) 2020**
"There was enough staff to meet my needs."	100%	87.5%
"Staff saw me as often as needed."	92.9%	81%

Survey Response – INFORMED CHOICE	**% of Positive Responses (agree + strongly agree) 2019**	**% of Positive Responses (agree + strongly agree) 2020**
"Staff paid attention to what I said."	100%	81%
"I agreed with goals in my plan."	100%	87.5%

Survey Response - RESPECT	**% of Positive Responses (agree + strongly agree) 2019**	**% of Positive Responses (agree + strongly agree) 2020**
"Staff respected my privacy."	100%	100%
"Staff treated me with respect/courtesy".	100%	100%

Survey Response - PARTICIPATION	**% of Positive Responses (agree + strongly agree) 2019**	**% of Positive Responses (agree + strongly agree) 2020**
"I am able to make important choices."	92.3%	100%
"I am able to do things without barriers."	85.7%	87.5%

Survey Response – OVERALL VALUE	**% of Positive Responses (agree + strongly agree) 2019**	**% of Positive Responses (agree + strongly agree) 2020**
"I would recommend this program to a friend."	100%	87.5%
"Services met my expectations."	100%	87.5%